BUREAU FOR PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION



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CONSUMER COMPLAINT INFORMATION SHEET

The following information is intended to help consumers, including students, file a complaint with the Bureau for Private Postsecondary and Vocational Education (Bureau). A complaint can be about a dispute between the consumer and the school and/or its agent, or about a possible violation of the Private Postsecondary and Vocational Educational Reform Act (Act), or applicable regulations.

Before you file a complaint with the Bureau, we suggest that you try to resolve the matter with the school. If that does not work, you can file a complaint with the Bureau using the attached Consumer Complaint Form. The Bureau will investigate your complaint, and may attempt to use mediation to resolve the problem. Mediation can help resolve many kinds of problems. Your complaint may also lead to additional investigation, and separate enforcement action against the school.

HOW TO FILE YOUR COMPLAINT

The Bureau encourages you to file your complaint using the Consumer Complaint Form. Please complete all sections of the Form. Explain in detail what happened, and what steps you have taken to resolve the problem. Include copies of any documents that support your complaint. Copies of correspondences, enrollment agreements, catalogs, loan documents, school records, etc., are examples of documents that may help. A listing of your contacts with the school may also help.

• COMPLAINT MEDIATION PROCESS

Within ten (10) days of receiving your complaint, the Bureau's Enforcement and Compliance Unit will review it and notify you whether the Bureau has jurisdiction (i.e., is legally able to look into it). If the Bureau does not have jurisdiction, the Bureau may refer your complaint to another State or federal agency or organization. The Bureau may refer you to the Better Business Bureau or small claims court. In some cases you may wish to consider alternative options of legal recourse (i.e., civil court remedies). The Bureau cannot provide legal advice.

If the Bureau has jurisdiction, the Bureau will evaluate your complaint. The Enforcement and Compliance Unit will mail the school a summary of your complaint, and will ask the school to respond. After reviewing the response, the Bureau may contact you and \ or the school to mediate a solution.

If mediation resolves the problem, the Bureau will confirm the agreed-upon solution in writing, and will close the matter. If the parties cannot work out a solution, the Bureau will notify both parties in writing that it is closing the matter. At this point, the Bureau may suggest to you other ways to resolve the complaint. The Bureau may also take separate enforcement action against the school.

If you have further questions, please write or telephone the Bureau's Enforcement and Compliance Unit at the address and telephone number indicated above.

Complaint File Number: (SAIL will provide this number) School Code (if applicable):	FOR OFFICIAL USE ONLY:	Date Received:
	BPPVE	Complaint Type: Approved Facility
Assigned Analyst:		☐ Unapproved Facility

PLEASE DO NOT STAPLE

Consumer Complaint Form - Page 2

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Bureau for Private Postsecondary and Vocational Education

CONSUMER COMPLAINT FORM

1. SCHOOL		
Facility Name:		
b. Street Address:		
c. City: d. State: e. Zip Code:		
2. Complainant / Student		
a. First Name: b. Last Name:		
c. Street Address:		
d. City: e. State: f. Zip Code:		
g. Phone Number: () -		
3. State your current student status (e.g., enrolled, graduated, cancelled, withdrawn, terminated) and identify the educational program in		
which you were enrolled.		
a. Student Status:		
b. Educational Program Title:		
4. Please describe the events which led to your complaint. Specify pertinent dates, monies paid, balances owed, amounts claimed by third		
parties, etc. Use additional paper if necessary. Please attach any documents which will help describe the problem and substantiate your allegations.		







	Complaint Detail Continued (Attach additional sheets if necessary)		
5.	How would you like this complaint resolved? What do you want the school to do?		
	Assessments the construction of the constructi		
ь.	Are you represented by an attorney regarding this matter? If yes, please provide your attorney's name, address and phone number. \square Yes \square No		
Į			
7.	If you have filed a claim in any court regarding this matter, please state the name of the court, and indicate the status of the case.		
Th	e filing of this complaint does not prohibit you from filing a civil action.		
	ereby certify that all of the information I have given above is true and complete to the best of my knowledge. If called upon, I		
wi	I assist in investigating or prosecuting of the school or other involved parties and, if necessary, will attend hearings and stify to facts related to this complaint.		
рu	so authorize the Bureau to provide a summary of my complaint and supporting documents to the involved school, and to any blic agency, that has authority or jurisdiction over the school, or to any private accrediting agency from which the school has beined accreditation, or to which the school applies for accreditation.		
•	OUR SIGNATURE DATE		

Please complete all applicable sections of this form.

